

State of Montana Information Technology Managers Council

Council Meeting Minutes

April 6, 2016

8:30 a.m.

State Capitol - Room 137

Members Present:

Tim Bottenfield, Chair, DOR
Ron Baldwin, CIO/SITSD
John Daugherty, COR
Sky Foster, AGR
Stuart Fuller, DPHHS
Kreh Germaine, DNRC
James Gietzen, OPI
Dale Gow, LEG
Cheryl Grey, DOA/SABHRS
Larry Krause, DOC

Lisa Mader, JUD
Kim Moog, DLI
☪ Kyle Belcher, OPD
☪ Kristin Burgoyne, MAC
☪ Joe Chapman, DOJ
☪ Dan Chelini, DEQ
☪ Mandi Hinman, PSC
☪ Edwina Morrison, CHE
☪ Dustin Temple, FWP

Staff Present:

Jennifer Schofield
Tim Wunderwald
Noah Horan

Guests Present:

David Zhang, Denise Kay, Rennan Rieke, Jerry Marks, Carol Schopfer, Pete Wiseman, Luke de Kansky, Lase Ronquillo, Rich Gancea, Jody Troupe, Veronica Lamke, Randy Haefka, Audrey Hinman, Angie Riley, David Swenson, Steve Haynes, Greg Snortland, Greg Heide, Matt Pugh, Lisa Tiano, Christie McDowell, Chris Bacon, Brad Vassel, Dustin Ostberg, Lynne Pizzini, Adam Kopczek, Pat McGlenn, Amber Conger, Tia Snyder, Cheryl Pesta, Jenifer Alger, Bryan Shaw, Andrea Keno, Sean Rivers, Tom Marino, Kris Wilkinson, Ben Callahan, Barney Benkelman

☪ Real-time Communication:

Chris Kuntz, Sue Leferink, Lisa Vasa, Anne Kane, Chris Gleason, Chad Hultin, Daniel Nelson, Darrin McLean, Jerry Steinmetz, Dawn Temple, Michael Sweeney, Dave Nagel, Tim Kosena, Tyler Weingartner, Ed Sivils, Irv Vavruska, Michael Jares, Jim Newhall, Judy Kelly, Dave Johnson, Jessica Plunkett, Maryann Costello, Mike Cochrane, Manuel Soto, Tom Murphy, Cindy Petersen, Tammy Petersen, Gary Brewer, Rick Peaslee, Maura Gruber, Stacy Ripple, Kaye Davis, Kenny Kyler

Welcome and Introductions

Tim Bottenfield welcomed the council to the April 6, 2016 ITMC meeting. All members and guests were introduced.

Minutes

The council reviewed and approved the March 2, 2016 Minutes.

State CIO Update

Ron Baldwin discussed the recent change to SITSD's Customer Relations Manager (CRM) organization structure. The customer's primary point of contact will henceforth be the Bureau Chiefs. CRMs are now attached directly to individual Bureaus, and the position has been retitled "Business Analyst." Regularly scheduled monthly meetings between the customer, the Business Analyst, and the Bureau Chiefs begin on April 7, 2016. The Business Analyst position will serve to support Bureau Chiefs and customers via logistics, facilitation of meetings, creating documentation, and developing and designing solutions. The key objective in this reorganization is efficiency for SITSD and its customers. Projects involving multiple Bureaus will have an appointed lead. Bureau Chief contact information will be made available.

Q: Tim Bottenfield: The Department of Revenue already has a monthly technical meeting with SITSD. Will these meetings replace this?

A: Ron: Yes.

Ron: We are working on refining the Procurement Request process. We will be changing the ITPR form, and the revised process will be implemented this month. There will be a manual two-month break-in period, after which the ITPR process will be mostly automated.

Ron mentioned that Agency IT plans are due April 15, 2016.

Ron discussed Volume 10, and informed the Council that the final template has been published. Ron has entered into discussions with Kris Wilkinson and Amy Carlson regarding how the Volume 10 process will unfold during the legislative session.

Q: Kreh Germaine: Volume 10 had been presented as a reporting tool, but now sounds like a budgeting tool. Can you address that?

A: Ron: No, it is not a budgeting tool. It is a reporting tool to help with the budgeting process. Context and use of information is critical to Volume 10. It is being created at the suggestion of the Governor's Office of Budget and Program Planning (OBPP), and will be an iterative product. The overall budget process is not changing.

Comment: Kreh: Our concern is that a lot of our agency's programs are built on an IT foundation, but are not budgeted as IT.

Response: Ron: That is why we need to do this type of mapping, to show how IT is integrated into other programs, and provide a high-level overview.

Business

MT-ISAC Update

Joe Frohlich provided an update on MT-ISAC. During the last meeting, there was a discussion on how documents are shared both within the state and externally. MT-Drive is used for sharing files with users who are external to the State's network. It is secured by Active Directory and ePass. OneDrive for Business is used internally, and is an integrated part of Office.

The council approved using the National Cyber Security Review (NCSR) as a reporting mechanism. The report will be provided to the Governor each fall.

MT-ISAC is reviewing a Small Incident Handling form, with the goal of creating consistency across agencies. MT-ISAC also approved an Information Security Incident Report form, to be used in large or critical incidents. It can be found on the MINE page, under Security Professionals. There will be additional documentation.

Q: Tim Bottenfield: Who sees the Incident Report?

A: Joe: The Report would be agency specific, would not be public, and would be shared only with the Service Desk and security team.

MT-ISAC's Best Practices Workgroup is currently discussing device disposal. The Tools Workgroup is discussing Device Hardening.

RSA SecurID Software Token

Jerry Marks gave a presentation on RSA's SecurID technology (which can be found on the ITMC website). Jerry explained the concept behind two-factor authentication, and highlighted the RSA hardware tokens already in use by SITSD, the Department of Revenue, and the Department of Corrections. Software tokens can be installed on smartphones as an alternative to a physical dongle. If an employee forgets their token, a temporary code can be issued. SecurID can be implemented at the application level or the client level. Jerry would like to see Outlook Web Access (OWA) and SABHRS protected via SecurID. If an agency would like to adopt SecurID, they must simply open up a Service Desk ticket. SITSD will provide the hardware tokens, set up the system, and train the agency on its use.

Q: Stuart Fuller: How does SecurID work in regards to contractors?

A: Jerry: The smartphone-based soft token option is the best option for contractors.

Comment: Tim Bottenfield: We are excited about the soft token option, because we also have offsite contractors. I strongly encourage agencies that aren't using SecurID to adopt it. There will be internal pushback within every agency, but within weeks the practice becomes second nature.

Q: Tim: What is the cost of the soft token versus that of the hardware dongle?

A: Jerry: The soft token is only a few dollars cheaper than the physical fob.

Comment: Tim: I support integrating SecurID into OWA and SABHRS.

Response: Jerry: We see cases every day where someone's mailbox is compromised through OWA. Having it secured via token would provide an additional layer of security and prevent most, if not all, OWA security breaches.

Comment: John Daugherty: At Corrections, we first provided SecurID to Department leadership for a trial run, and others in the Department began asking when they would get a token.

ITPR and Approved Software Process

Pete Wiseman discussed the ITPR process, and mentioned that SITSD has been working since July 2015 to improve process efficiency. SITSD has improved its internal ITPR process. Automatic approval will be built into the new ITPR form, which will be out by the end of this month. Pete hopes to see the automated process instituted by the end of the year.

Pete also discussed the Approved Software List, which is being refined in order to be more efficient. Agencies will be able to submit requests to add software to the list, although the list is limited to software with an Enterprise benefit.

Q: Larry Krause: Will State Procurement be involved?

A: Pete: We are hoping so. We would like to see integration with eMACS. We would also like to see State Procurement, Approved Software, and the ITPR process unified into one tool.

Q: Tim Bottenfield: Will SITSD adhere to the same process?

A: Pete: Yes.

Rate Setting and Budget Update

Jenifer Alger: We released agency budget sheets last Thursday. They are due April 15, 2016. It will be posted to the ITMC website. Submit questions to Sam Cooley (scooley@mt.gov).

Q: Lisa Mader: What are the units used in the spreadsheets?

A: Jenifer: Most of the units are from calendar year 2015. Some are based on single months, while others represent the entire year. We will run rates again for FY 2018.

Comment: Stuart Fuller: It would be helpful to avoid the unit confusion by having an example for each catalog item.

Response: Jenifer: We will see what we can do.

Legacy Systems / End of Life Strategizing

Tim Bottenfield: At the agenda planning meeting we discussed this topic. There should be a procedure for SITSD to follow regarding removing something from the service catalog. This could be based on a cost-benefit analysis.

Stuart Fuller: DPHHS has the largest share of mainframe. We should be applying the same standards we have for hardware replacement to applications. I would like to see a modular system of software replacement. Every year per the five-year hardware replacement cycle, DPHHS replaces 700 computers.

Ron Baldwin: Jerry Marks' staff put together an analysis of legacy systems. This process could be used cross-agency.

Jerry Marks: The legacy systems analysis is a living document.

Tim: There needs to be a discussion regarding how we identify applications and other things needing to be phased out.

Kim Moog: I propose we discuss this in the Enterprise IT Financial Workgroup (EITFW).

Tim: EITFW should have a standing agenda item to explore what will fall into the legacy category.

Ron: Every biennial budget discussion should include these considerations. The five-year infrastructure plan should have a section discussing the sunseting of legacy systems.

Workgroup Reports

Enterprise IT Financial Workgroup

Kim Moog gave an update on EITFW's March 31, 2016 meeting. The group membership has been paired down. There are nine current members, and others are interested in membership. The group wants to have representation from as many branches as possible, but there is also a need to contain the group.

Lisa Mader: I would like to participate.

Ron Baldwin: The group needs to be representative, but we want to contain the size to avoid the kinds of gridlock we encountered previously. I would like to see no more than fifteen workgroup members.

Tim Bottenfield: There is a good mix of IT and Financial representatives on the workgroup. We want to make sure any agency can participate, but we are limiting membership to one person per agency. A member may appoint a designee who can fill in. We want to stress that no agency is excluded.

Kim: We will continue to discuss Volume 10 as a standing agenda item. The Legislative Branch and the Governor's Office have both discussed the translation problem between FY 2016 actuals and projected FY 17, 18, and 19 rates. Other standing agenda items include rate setting, legacy systems, and new services provided mid-biennium.

Audrey Hinman gave a brief overview of the workgroup's discussion of Enterprise Content Management (ECM) rate setting. The Perceptive Content application allows state employees to access content through a web app. This web app does not require each user to have security rights in the product itself. Cost recovery will be based on those individuals

who have security access in FileNet. SITSD will request the number of state employees per agency who will be using the web app, and will bill accordingly.

Asset Management and Inventory Workgroup

Carol Schopfer discussed the workgroup, which has a finalized list of high-level requirements (available on the ITMC website). Carol encouraged the council to review the document, and to submit any suggested revisions back to her (cschopfer@mt.gov) by April 18, 2016. The workgroup is comparing solutions, and would like to publish an RFI. Tim Bottenfield approved.

Adjournment

Next Meeting

May 4, 2016, State Capitol, Room 137

Member Forum

None.

Public Comment

None.

Important Deadline Review

Tim encouraged the council to pay attention to the deadlines list on the agenda.

Adjourn

The meeting adjourned at 10:30 a.m.